

# Request for Proposal (RFP)

## Development of Occupational Standards (OS) & Career Paths for Retail Sector



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## 1. Introduction

### 1.1. About RASCI

Retailers Association's Skill Council of India (RASCI) is a not-for-profit Company incorporated under Section 25 of the Companies act which is functioning under the Government of India mandate to establish and govern the National Occupational Standards (NOS) in alignment with protocols designed by the National Skill Development Corporation (NSDC). The key objective of the RASCI is to create a robust and vibrant eco-system for quality education and skill development in the country.

### 1.2. Focus of RASCI

- Carry out a Functional and Occupational Mapping and develop a Catalogue of Industry Occupations / Job Roles.
- Develop & Set National Occupational Standards for select Job Roles.
- Develop & Put in place an Assessment & Certification mechanism for Accreditation of Training Institutes / Trainees and Trainers.
- Put in Place an Effective Labour Market Intelligence System.

## 2. Scope of Work and Deliverables for the Consultants

### 2.1. Problem Statement

RASCI seeks RFP from reputed consulting firms which can undertake the job of development of "National Occupational Standards", "Functional analysis and Occupational Mapping" as per the scope given in this RFP document.

### 2.2. Purpose

The objective of this Project is to:

- Scope and publish 'Demand-Supply' market intelligence regarding requirement at all levels in all sub-sectors w.r.t this industry and the skill deficiencies with special focus on entry level.;
- Identify and publish career paths for horizontal and vertical mobility;
- Develop and publish occupational standards for the concern industry sector in collaboration with respective industry;

The above will be used to benchmark performance, together with knowledge, skills and understanding expected from professionals operating at different functional levels.

These standards will be used to provide a foundation for standardized education & training, assessment & certification of professionals, accreditation and quality assurance of training institutions, laying down career paths, providing placement support through LMIS and so on and so forth; with an overall clear objective of purpose would be to scale quality capacity, (faculty and students to start with); to have a larger talent pool that is industry ready; to have greater alignment between occupational competencies and aptitude increasing employee satisfaction and performance and finally to also reduce attrition; with the active involvement of this industry.

### 2.3. Scope of Work

The overall scope of the assignment must cover the sub-sectors and occupations under the Retail sector.

The sub-sectors to be covered under the Retail sector shall include but not necessarily be limited to:

- B2B;
- B2C,
- e-Commerce;

The occupations to be covered under the retail sector include but not necessarily be limited to:

Sr. No.	Occupations
1	Store Operations
2	Supply Chain Management
3	Category Management
4	HR
5	Marketing
6	Finance
7	Sales

The Elective to be covered under the retail sector include but not necessarily be limited to:

Sr. No.	Elective National Occupational Standard (NOS)
1	Consumer Electronics
2	Home Appliances
3	Telecom
4	IT
5	Grocery
6	Fruits & Vegetables
7	Staples
8	Fish & Meat
9	Eyewear
10	Jewellery
11	Watches
12	Footwear
13	Apparels
14	Lingerie
15	Books, Toys & Music
16	Bakery
17	QSR
18	Home Improvement
19	Beauty & Cosmetics
20	Cutlery
21	Spirits
22	Kitchen Improvement
23	E-tailing & E-Commerce
24	Sports & Fitness Equipment
25	Retail FMCG
26	Retail Entrepreneurship

The scope of this project shall include but not necessarily be limited to the following tasks:

2.3.1. Research, Analysis and Assessment of the Sector / Sub Sector / Occupations / Functions:

#### 2.3.1.1. Demand Side :

- The size and profile of the sector and geographical location of players/organization in the Industry (state-wise & city-wise) and workforce at various levels.
- Anticipated changes in employment patterns and future requirements. A study on the number of jobs available in key sub-sectors and verticals and emerging demands.

#### 2.3.1.2. Supply Side :

- Identify the existing supply sources (formal & non-formal education, training institutes, colleges, etc) – How the existing demand is met?
- Develop a database of training programs across academic levels, 'Under-graduate', 'Post Graduate' and 'Vocational'.

This database will be open-ended and dynamic for providing update information indexed for specific programs. The key actionable in this segment includes:

- Revised curricula to be stratified in consultation with other stakeholders and published on a portal developed for RASCI initiatives;
- RASCI's effort in the short and medium term will be restricted to standardizing and scaling training programs for employability at the entry level;
- Facilitate training organizations, in the formal and non-formal streams, to use the published curricular to develop capacity with the necessary quality standards, for employability;
- Training program/s thus visualized can be scaled, as an industry standard, rather than be promoted as company initiatives that foster a limited reach. However companies will be encouraged to continue their independent training effort using the said curricula;

#### 2.3.2. Occupational Mapping:

- Identify all the Occupations & Job Roles across Industry
- Profiling of Job Roles, including expected out come and competencies required to achieve the expected outcome.
- Career paths / Opportunity for progression, commencing from entry level to the senior positions.
- Identification and Elucidation of skill deficiencies / gaps- soft, generic and domain specific.
- Employment opportunities for undergraduate level (job roles which could be offered to 10th / 12th standard students)

#### 2.3.3. Functional Analysis:

- Functional analysis is the main tool used to develop National Occupational Standards.
- It involves analyzing areas of work and identifying the outcomes
- Functions mean the activities a person is expected to do as part of their job. They must have a clear purpose and outcome that are valuable to the employer. that people should achieve

So the function analysis should follow the stages given below

- Identify Key Purpose of Occupational Area – Sales, Cashier, Operations, Vendor engagement, Inventory Management etc.
- Identification of Functions (Tasks) : “What needs to happen to achieve the key purpose”
- Identification of Possible NOS title : “What needs to happen to achieve each function”

- Identify Occupational Area – “What needs to happen to achieve the sub function? It must be clearly indicative of the work to be done and must have a consensus across the industry with reference to the relevant vertical”, e.g. Store Ops Assistant, Sales Associate, Store Manager et al

When carrying out Functional Analysis, we also need to look for and include but not necessarily be limited to following:

- Technical requirements – include occupational skills and knowledge that the person needs;
- Managing the work process – e.g., identifying resource needs, planning work, monitoring quality, solving problems, reflective practice and finding better ways of doing things, proactively handle emergency situations;
- Working relationships – e.g., managing relationships with customers, team members, colleagues, vendors etc.;
- Managing the work environment – e.g., ethical considerations, legal compliance, health and safety etc.

#### 2.3.4. For each NOS, identify performance (Skill) and Knowledge criteria:

- Performance / Skills: What are the activities in each NOS, which are to be performed?
- Knowledge : What are the underpinning knowledge attributes which are to be understood to perform each of the above activities

#### 2.4. Development of National Occupational Standards

- ✓ Develop National Occupational Standards & Qualification Packs for occupations
- ✓ Validation through Key Stakeholders
- ✓ Final Version of NOS and Sustainability Plan to Maintain the relevance and currency of NOS
- ✓ While preparing occupational standards, all existing standards in allied retail, including those in other countries, shall be studied and assessed and best practices be taken into consideration.
- ✓ National Occupational Standards should categorically mention Function Description and Competencies - Knowledge (Generic and Domain Specific), Skills (Generic and Domain Specific).
- ✓ At this stage existing OS of other countries should be thoroughly studied and globally accepted best practices be incorporated in accordance with the existing rules and regulations in the country. The same shall also be incorporated in the report to be prepared.

Occupational Standards should also have:

- Unique Reference Number : A combination of 3 letter and 4 numbers code that identifies the standards has been set up by Retail Sector Skill Council
- Qualification Packs to define the set of NOS which are aligned to one Job Role.

*(Please refer to the “NOS Protocol”, prepared by NSDC)*

#### 2.5. Maintenance of currency of the Occupational Standards developed

It is a long term strategy to introduce Occupational Standards into the life of the industry so that value is added by enabling the industry to use the Occupational Standards as a ‘common currency’. This will provide a mechanism for forging progression links between academic, vocational and professional qualification systems, as well as providing individuals, employers and the industry at large with tools for developing and measuring the performance of people.

Occupational Standards need to be continuously updated to be relevant to the identified job roles and more so in the transforming work environment as in the current Indian business ecosystem. The validity of the OS prepared will need to be constantly updated, to be endorsed by multiple stakeholders, key being the RASCI industry members themselves.

In the context of the global requirement, with reference to functions and competencies declared in the job roles, it is essential that the Occupational Standards penned, have to be internationally relevant as well, to enable the mobility of the India human resource across nations, to pockets of international need. In those circumstances too the currency of the Occupational Standard has to be constantly updated to be relevant for other stakeholders. In that context it is necessary to understand the role of the consultant who has prepared OS, in managing the currency of the Occupational Standards developed. In the light of the above it is necessary to articulate the mechanism and approach by which this can be achieved.

## 2.6. Deliverables and Timelines

The following are the deliverable milestones that need to be submitted by the Consultant to RASCI periodically.

Please fill in the timelines.

Deliverable Milestone	Tentative Timeline
Signing of contract	
D01: Inception Report detailing the research and analysis methodology and a comprehensive work plan	
D02: Report on Interaction with industry and key stake holders to research and analyze the Human Resource structure in the industry sector	
D03: Detailed Career Mapping (Paths) & Occupational Mapping report	
D04: Functional Analysis report	
D05: Analysis of the Supply Chain report	
D06: Analysis of Supply-Demand employment requirement & skill deficiencies report	
D07: Identification and assessment of existing OS report	
D08: Development of OS for job profiles for each vertical	
D09: Validation of OS - first draft and final draft with RASCI and key stakeholders	
D10: Final OS Presentation post study, findings and validation	
D11. Maintenance of currency of the Occupational Standards developed	

All deliverables submitted by the Consultant shall be signed-off and accepted by RASCI within 14 working days of the submission of the report. The deliverables shall also include interim deliverables based on the detailed scope of work as mentioned above, which will be submitted to RASCI for approvals.

## 2.7. Evaluation Criteria

**Criteria to be used to evaluate each RFP response:**

- Experience of the firm

- Supply -Demand Analysis experience
- Career Path Analysis experience
- Approach and Timelines
- Lead and Team Profiles
- Pricing

Overall, analysis the technical and commercial evaluation will impact the outcome.

### 3. Terms of Engagement

#### 3.1. Responsibilities of the Consultant

- Carrying out the activities as indicated in this document and submission of all project deliverables to RASCI, within the stipulated time frame;
- Adhere to the timelines charted in the terms of this RFP;
- Ensure that the quality of deliverables meet the expectations of RASCI;
- For any workshop / group discussion / presentation to be made during the project duration, the consultant will conduct the workshop, prepare presentations and resource material (to be approved by RASCI who is the client) and document the proceedings of the workshop. Consultant will be expected to submit the presentation before the workshop /group discussion /presentation.
- The consultant will share with RASCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used by the consultant should be deemed as proprietary and non-shareable with RASCI by the consultant.
- Consultant will work in close coordination with the Project Manager of RASCI for this project.

#### 3.2. Intellectual Properties (IP) of Occupational Standards (OS) and Reports

- The IP of all reports developed and the Occupational Standards prepared and reported will be the sole property of RASCI. Confidentiality of all deliverables will be maintained by the Consultant concerned (selected bidder);

#### 3.3. Responsibilities of RASCI

- RASCI personnel will work in close proximity with the selected bidder to oversee the deliverables of the project;
- Providing general direction to the Consultant in carrying out the project;
- Overall monitoring and management of the project;
- Coordinating between RASCI and the Consultant so that the project proceeds as envisaged;
- Reviews of interim documents and providing comments;
- Final sign-off on deliverables;

#### 3.4. Schedule of Payments

To be discussed with the selected vendor

#### 3.5. Resource Requirements

Team Composition:

Details to be provided by the Consultant.

#### 3.6. Terms and Conditions

- The selected Consultant will be fully and completely responsible to the RASCI for all the deliverables;
- The RASCI requires that the Consultants should provide professional, objective, and impartial advice and at all times hold the RASCI's interests paramount, strictly avoid conflicts with other

assignments/jobs or their own corporate interests and act without any consideration for future work;

- In case any of the proposed resources are found to be not performing or not meeting the expectations of RASCI, the consultant shall find a replacement for the resource;
- RASCI will evaluate the replacement profile and indicate the acceptance / rejection of the profile. RASCI may seek a personal interview of the person being proposed;
- The RASCI reserves the right to terminate the contract by giving a notice of one month if the performance of the Consultant is not found satisfactory. The consultant shall be given a period of fifteen days to cure the breach or fulfil the contractual obligations;
- Failing which the RASCI shall notify the Consultant /identified bidder in writing of this exercise, and of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Consultant/ identified bidder is in default. The compensation will be limited to the scope of the Deliverable as indicated in 3.4 'Schedule of Payments';
- The Consultant to be selected through this bid/tender process will provide deliverables as indicated in this document and as agreed upon in writing. The Consultant should note that as a part of the requirement for this assignment the Consultant will share with the RASCI all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used should be deemed as proprietary and non-shareable with RASCI by the consultant;

## 4. Bid Evaluation and Selection Process

Overall evaluation of the bids will be done in three stages namely i. Pre-qualification, ii. Technical and iii. Financial evaluation based on Quality & Cost Based Selection (QCBS). Only at the end the short listed bidders may be informed of the result and called for a presentation and the subsequent final selection. The final awarding of the contract will be done based on a **QCBS** procedure.

### 4.1. Proposal submission guidelines

#### 4.1.1. Technical Proposal

The Technical Proposal should be submitted as a **softcopy on a CD and two hard copies** shall be couriered to RASCI, Mumbai at the following address: Attention: COO, RASCI, 703-704 Sagar Tech Plaza - A, Andheri-Kurla Road, Sakinaka Junction, Sakinaka, Andheri (E), Mumbai-400 072, India and emailed to [aradhya.t@rasci.in](mailto:aradhya.t@rasci.in); [tushar.pandya@rasci.in](mailto:tushar.pandya@rasci.in). The bidders must use the Forms in Annexure-I for providing information in Technical proposal.

#### 4.1.2. Commercial Proposal

The Commercial Proposal should be signed by the authorized signatory and submitted in a sealed envelope, only as a hardcopy, separate from the Technical proposal. Softcopies are not permissible. The Commercial Proposal must adhere to the following guidelines:

- The bidders should submit the Commercial proposal as per the format in Annexure-II;
- A single, all-inclusive price quote;
- A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote;
- This overall price quote would also include fees against professional services;
- Service Tax would be additional and as per actual;

- The Commercial Proposal must be received by the due date mentioned in this RFP at the address: COO, RASCI703-704 Sagar Tech Plaza - A, Andheri-Kurla Road, Sakinaka Junction, Sakinaka, Andheri (E), Mumbai-400 072, India.

## 4.2. Bid Evaluation

After the bidders submit their Technical and Commercial Bids according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process as described below:

- Technical Evaluation
- Commercial Evaluation
- Calculation of Final Score

### 4.2.1. Technical Evaluation

As the first step, the Technical Bid will be evaluated based on the “Technical Evaluation Methodology” provided in the subsequent section. Only those Technical Proposals that score equal to or more than 70% will be considered qualified.

### 4.2.2. Commercial Evaluation

The Commercial Proposals, only of the bidders who’s Technical Proposals qualify (i.e. whose Technical-Score is equal to or higher than 70%) and proposals of the other bidders will be returned back on the address as mentioned in the proposal application form.

Of the Commercial proposals opened, the lowest “Project-Cost” will be designated as “L1” and awarded a score of 100. For the other qualifying bidders, their Commercial-Score will be calculated according to the formula:  $\text{Commercial-Score} = (\text{Project-Cost of "L1"}) / (\text{Project-Cost of Bidder}) * 100$

### 4.2.3. Calculation of Final Score

The “Final-Score” of each qualifying bidder will be calculated as indicated below.

$\text{Final-Score} = 0.8 * (\text{Technical-Score}) + 0.2 * (\text{Commercial-Score})$

Four bidders in the top level w.r.t. Final-Score will be invited for a presentation and an interview. Post that, the bidder with the best Final Score will be called for the contract negotiation. In case of a tie in the Final-Score, the bidder with the higher Technical-Score post the presentation and the interview will be first invited for the contract negotiation.

## 4.3. Evaluation Criteria

Evaluation Criteria		Vendor Identification	Deliverable
		Max. Score	Max. Score
<b>1. Experience of the Firm</b>		<b>50</b>	<b>50</b>
1.1	Experience of working on Retail projects in India/Outside India	5	5
1.2	Experience of Conducting Research and Analysis Projects in Retail sector in India/Outside India	5	5
1.3	Experience of providing services in Capacity Building/Skills building/Training in the Retail sector in India/Outside India	5	5
1.4	Experience of defining occupational standards w.r.t to set framework in the Retail sector	15	15
1.5	Provide client references (a minimum of 2)	5	5

Evaluation Criteria		Vendor Identification	Deliverable
		Max. Score	Max. Score
1.6	Identify career paths in the Retail sector across all sub-sectors, commencing from the entry level	5	5
1.7	Define opportunities for progression and typical career pathways	5	5
1.8	Understanding of the objectives of performing Supply- Demand analysis at the national level.	5	5
<b>2. Approach and Timelines</b>		<b>20</b>	<b>20</b>
2.1	Methodology for conducting the assignment	10	10
2.2	Ability to define timelines for the defined scope of the project	10	10
<b>3. Lead and Team profile</b>		<b>20</b>	<b>20</b>
3.1	Experience of lead working on similar assignment	10	10
2.2	Experience in project execution	10	10
<b>4 Pricing – To check</b>		<b>10</b>	<b>10</b>
4.1	Ability to work within the defined timelines & cost as agreed upon in the contract (as per past projects awarded and submitted)	10	10
<b>Total Points</b>			<b>100</b>

Total points will be designated as “Technical-Score” for each bidder. In order to qualify in the technical evaluation, the bidder must have a minimum Technical- Score of 70 points.

#### 4.4. Proposed Timelines for selection process

Bidders may be invited for presentations and/or team interviews as part of the evaluation process. Details will be provided at a later date. The following are the proposed timelines for the bid process

#### Schedule for Evaluation Process

S No	Milestone	Target Date
1	Issue of RFP	17 <sup>th</sup> December, 2014
2	Last date for submission of Proposals	06 <sup>th</sup> January, 2015
3	Scoring and shortlisting of vendors	16 <sup>th</sup> January, 2015
4	Final Selection of vendor	30 <sup>th</sup> January, 2015
5	Contract sign off	02 <sup>nd</sup> February, 2015
6	Commencement of services	03 <sup>rd</sup> February, 2015

#### 4.5. General terms and conditions

The consultant for this engagement would be selected through a competitive bid process, the details of which are provided below:

1. Companies wishing to bid for this engagement should respond to RASCI (contact information in the following section) with a proposal and required supporting documentation (indicated below). The proposal would contain 2 parts:
  - a) Technical Bid
  - b) Commercial Bid
2. The contract will be awarded to the bidder whose proposal conforms to the terms of the RFP and is, in the opinion of RASCI, the most advantageous and represents the best value of the assignment, price and other factors considered. RASCI reserves the right to negotiate with the most competitive bidder if required.
3. No marketing literature pertaining to the Consultant/ bidder is to be enclosed along with the proposal. If enclosed, it will be treated as a factor of disqualification.

4. The Commercial and Technical Proposals should be submitted separately. There should not be any commercial information in the Technical Proposal.
5. The Technical and Commercial proposals should be submitted in the given format and signed by authorized signatory.
6. The instructions and other details pertaining to the Bid submission and the evaluation process are provided below.
7. RASCI reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) the grounds for such decision. RASCI also reserves the right to negotiate with the successful bidder if necessary.
8. The Consultant/bidder to be selected through this bid process will provide deliverables as indicated in this document. The Consultant should note that as a part of requirement for this assignment, the Consultant will share with RASCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used by the consultant should be deemed as proprietary and non-shareable with RASCI by the Consultant.
9. The contract will be awarded to the bidder whose proposal conforms to this RFP and is, in the opinion of RASCI, the most advantageous and represents the best value to the assignment, price and other factors considered.
10. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of RASCI, except to the extent required for submitting the bid and no more. The information contained in this document is only disclosed for the purposes of enabling potential bidders to submit a proposal to RASCI. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the RASCI, such information may not be published, disclosed, or used for any other purpose. The bidding firms acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of RASCI. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with RASCI. Bidders must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
11. RASCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The Consultant will absolve RASCI of all responsibilities if the project does not start within a stipulated timeframe. RASCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the bidders.
12. The interested bidders shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with RASCI. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
13. The bidder shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the bidder will not be considered.
14. If at any stage of the tendering process or during the currency of the agreement any suppression / misrepresentation of such information is brought to the knowledge of RASCI. RASCI shall have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the bidder.
15. The bidder shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid

16. The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. RASCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
17. The proposals submitted by the firms/agencies shall remain valid for a period of two months after the closing date (deadline) for submission of proposals prescribed in this document.
18. During evaluation, RASCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by RASCI.
19. At any time prior to deadline for submission of proposals, RASCI may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through email and such amendments shall be binding on them.
20. You may acquire sensitive information concerning our business or affairs in the course of delivering the Services (“Confidential Information”). You shall preserve the confidentiality of Confidential Information and shall not disclose it beyond your on-payroll persons who are involved in delivery of Services unless permitted by us or by this clause. Information relating to us, to your relationship with us, and to the Services, including Confidential Information, may be shared by us with on-payroll Persons on a need to know basis, and may be accessed by other parties who facilitate the administration of our business or support our infrastructure. You shall remain responsible for preserving confidentiality if Confidential Information is shared with your on-payroll persons or accessed by such other parties. This clause shall not apply where Confidential Information properly enters the public domain.
21. You may disclose in your external communication the fact that you have performed work (including the Services) for us, in which event you may identify us by our name and you may indicate only the general nature or category of such work (or of the Services) and any details which have properly entered the public domain.
22. RASCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
  - a) Submitted the proposal after the response deadline
  - b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
  - c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
  - d) Submitted a proposal that is not accompanied by required documentation or is non-responsive  
Failed to provide clarifications related thereto, when sought
  - e) Submitted more than one proposal
  - f) Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
23. RASCI reserves the right to (a) reject any / all proposals without assigning any reasons thereof, (b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of RASCI and the objectives of the project without assigning any reasons thereof and (c) include any other item(s) in the Scope of work at any time after consultation.

## 5. Documents Submission

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

- Form 1: Covering letter with the Proposal in response to RFP Notice
- Form 2: Relevant Project Experience
- Form 3: Resource Profiles
- Form 4: Details of the responding organization
- Form 5: Approach, Methodology, and Work Plan
- Annexure: Commercial Bid format

The formats for each of the documents are included.



**RASCI**  
Retailers Association's  
Skill Council of India

## Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To

The Chief Operating Officer,  
RASCI,  
Mumbai

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Submission of proposal in response to the RFP for “Undertaking Consultancy Services for Development of Occupational Standards for the Retailers Association’s Skill Council of India (RASCI)”. File No <xxx>.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no <xxxx> dated <dd/mm/yy> for “Undertaking Consultancy Services for Development of Occupational Standards for the Retail Sector Skill Council”, in full conformity with the said RFP document.
2. We attach our technical response and our commercial quotation, the technical response as a softcopy and the commercial response in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere and put the team in place as per contract.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and RASCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of TWO MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and RASCI.
7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.

8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the RASCI as to any material fact. We agree that RASCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this [date / month / year]

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder



RASCI  
Retailers Association's  
Skill Council of India

## Form 2: Relevant Project Experience

### Part 1: Project Experience Summary

Sr No	Name of the Project/Engagement	Client name	Duration(Period)	Value

### Part 2: Project Profile Template

For each of the projects cited above, provide a brief project profile using the format given below. The profile for each project must be provided in less than 1 page.

Sr No	Item	Details
1	Project title	
2	Name of the Client	
3	Name of the contact person from the client organization who can act as a reference with contact details <ul style="list-style-type: none"><li>• Name</li><li>• Designation</li><li>• Address</li><li>• Phone Number</li><li>• Mobile Number</li><li>• Email ID</li></ul>	
4	Duration (Start Date and End Date)	
5	Current Status	
6	Number of personnel deployed (Peak team size)	
7	Value of the engagement	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this RFP is floated.	
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated.	
10	Description of the key areas where significant contributions are made for the success of the project.	

### Form-3: Resource Profiles

Using the format provided below, please provide summary information on the team you propose for the project.

#### Resource Summary

Sr No	Proposed Role	Number of Resources	Area of Expertise	Key Responsibilities

#### Format for the Resume of the Professional Staff (The CV should not exceed 2 pages)

S. No	Item	Description
1	Name	
2	Designation	
3	Role proposed for	
4	Current responsibilities in the responding firm	
5	Total years of relevant experience	
6	Years of experience with the responding firm	
7	Educational qualifications: <ul style="list-style-type: none"> <li>• Degree</li> <li>• Academic institution graduated from</li> <li>• Year of graduation</li> <li>• Specialization (if any)</li> </ul> Professional certifications (if any)	
8	Professional Experience details (project-wise): <ul style="list-style-type: none"> <li>• Project name</li> <li>• Client</li> <li>• Key project features in brief</li> <li>• Location of the project</li> <li>• Designation</li> <li>• Role</li> <li>• Responsibilities and activities</li> <li>• Duration of the project</li> </ul>	
9	Summary of the individual's experience which has direct relevance to the project	

#### Form 4: Details of responding organization

S. No.	Particulars	Details to be furnished	
1.	Details of responding Company		
	Name		
	Address		
	Telephone	Fax	
	E-mail	-	Website
2.	Information about responding Company		
	Status of Company ( <i>Public Ltd. / Pvt. Ltd etc.</i> )		
	Details of Registration ( <i>Ref e.g. ROC Ref #</i> )		Date
			Ref #
	Details of Service Tax Registration		Date
			Ref #
2.1	Number of professionals / technically qualified personnel (on the rolls of the Company as on March 31, 2014) providing consulting services (excluding temporary staff)		
2.2	Profit in last three(3) financial Years (FY 13-14, 12-13, FY 11-12) as revealed by Audited Accounts/ certified balance sheet		
2.3	Turnover ( Rs Crores) from consulting operations in India;		
3.	Company Profile (Operations in India)		
3.1	Average turnover from Indian Operations from consulting services in last 3 years	(Turnover in Rs Crores)	
3.2	Full-time professional staff engaged in consulting services	( Number of Staff)	
3.4	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	( Number of Offices in different cities/towns and their address)	
4.	Company Experience		

4.1	Experience of working on IT projects in India/Outside India		(Number of Projects and their brief description*) * Detailed project description to be provided in form 2 for the projects listed above. The corresponding page number where the project is described as per Form-2 may be indicated besides the brief description of the project.
4.2	Experience of working on Retail projects in India/Outside India		(Number of Projects and their brief description*) * Detailed project description to be provided in form 2 for the projects listed above. The corresponding page number where the project is described as per Form-2 may be indicated besides the brief description of the project.
4.3	Experience of Conducting Research and Analysis Projects in Retail sector in India/Outside India		(Number of Projects and their brief description*) * Detailed project description to be provided in form 2 for the projects listed above. The corresponding page number where the project is described as per Form-2 may be indicated besides the brief description of the project.
4.4	Experience of providing services in Capacity Building and Training in the Retail sector in India/Outside India		(Number of Projects and their brief description*) * Detailed project description to be provided in form 2 for the projects listed above. The corresponding page number where the project is described as per Form-2 may be indicated besides the brief description of the project.
5	Relevant Certifications		Provide a copy
	* Detailed project description and the role to be provided in form 2 for the projects listed above. The corresponding page number where the project is described as per Form-2 may be indicated besides the brief description of the project.		

## Form 5: Approach, Methodology and Work Plan

### 1. Approach and Methodology

The Consulting firm needs to submit a step-by-step implementation methodology and project plan, which depicts the firm's approach to fulfill the scope of the work envisaged in the assignment. This should, inter alia, cover the timelines for the various activities, clarity in meeting the objectives and methodology, objectivity in plans, quality of resources proposed to be deployed during implementation, the deliverables envisaged at various stages and the control and evaluation mechanism suggested.

Consulting firms must showcase any value addition, innovation or technology advancement/integration which it proposes and which it feels will help RASCI to have both tangible and intangible benefits from implementing the assignment.

### 2. Work Plan

In this section the responding Company should propose the main activities of the assignment, their content and duration, phasing and interrelations including resource planning to be deployed and delivery dates. The proposed work plan should be consistent with the approach and methodology, showing understanding of the scope of services, deliverables as given in scope of work and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule.

The responding form is to describe the work schedule for different tasks which the responding Company plans to start and accomplish as part of the project, using the following format:

Sr No	Activity	Months												
		1	2	3	4	5	6	7	8	9	10	11	12	N
1														
2														
n														

The work schedule should reflect how and by when the responding Company is expected to complete the assignment for each of the component, as per the major deliverable in the scope of work of the consultant and the timelines of achieving the same as mentioned in the RFP.

## Annexure: Commercial Bid format

(To be submitted by the bidder as per the format given below in a separate sealed cover)

Sr No	Item	Value in Rupees	Taxes and other charges	Total value in Rupees
<b>Total amount (in words):</b>				

Please note the following in preparing your commercial bid:

Dated this [date / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this Proposal for and on behalf of [Name of Consultants]

Name of Firm:

Address:



**RASCI**  
Retailers Association's  
Skill Council of India